

Department of Family Services

67-02-Field Office Service Delivery Support

Fund/Agency: 001/67		Department of Family Services
Personnel Services	\$1,803,890	<p style="text-align: center;">CAPS Percentage of Agency Total</p> <p style="text-align: center;">2.7%</p> <p style="text-align: center;">97.3%</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> ■ Field Office Service Delivery Support ■ All Other Agency CAPS </div>
Operating Expenses	\$2,586,997	
Recovered Costs	\$0	
Capital Equipment	\$0	
Total CAPS Cost:	\$4,390,887	
Federal Revenue	\$1,863,533	
State Revenue	\$384,424	
User Fee Revenue	\$0	
Other Revenue	\$47,946	
Total Revenue:	\$2,295,903	
Net CAPS Cost:	\$2,094,984	
Positions/SYE involved in the delivery of this CAPS	42/42	

► CAPS Summary

The Department seeks to be responsive to our customers and local community needs and to deliver services in a friendly, effective and efficient manner. Therefore, we offer a full array of services at five field office locations conveniently located in Reston (two office sites), Central Fairfax, Falls Church and South County on Richmond Highway.

Our field office sites have recently expanded the services they offer by decentralizing child welfare and selected adult and aging service staff to broaden the array of services provided at each office. This will increase our customers' ability to receive the services they need when and where they need them. Services provided by the Department at its field office sites include public assistance, foster care, child protective services, intensive services to at-risk families, prevention services, employment and training, food stamps, adult protective services and other adult and aging related assistance.

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In addition, the Department is required to administer Federal and State funded community action programs in Fairfax County focused on low-income families. Community action programs are operated by community-based local non-profit agencies that are geographically located throughout the County.

► **Method of Service Provision**

Administrative support staff are assigned to operate the front office of each field site to serve as the initial contact for citizens of all ages (children, youth, families, adults, elderly and persons with disabilities), income levels, ethnic and foreign born immigrant groups. Their job is to greet the customers who visit the field office in person or who call by telephone and connect them to basic services provided by the service staff within each office/community. Services typically requested include food, employment, public assistance and preventive and protective services. These staff provide a friendly, courteous and knowledgeable presence at the department's field office "front doors" and provide customers with the information they need to receive services quickly and efficiently.

In addition, staff support, supplies, equipment, and vendor contracts are needed by each field office to maintain their operations.

- Specialized staff support to the field offices include monitoring the delivery of services to customers to ensure consistency, quality and uniformity of service; implementation of office improvements based on customer feedback and evaluation of data collected; operation of computers, purchase of equipment and supplies; implementation of Federal and State policies; and education of customers and citizens about Department services available in their community.
- Operational resources needed by the field offices include supplies (e.g. printing, postage, phones, vehicles), computer equipment, information processing, and contractual services such as data entry and clerical services.

Administration of the Department's community action program includes:

- Monitoring over \$550,000 in the Federal and State Community Services Block Grant contracted out to local non-profit agencies throughout the County to provide services to low income families and individuals.
- Staffing of the Federally mandated Community Action Advisory Board consisting of 30 members representing each magisterial district, community organizations, and County citizens elected to represent low-income people in the north, central and south areas of the County.

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► Performance/Workload Related Data

Title	FY 1998 Actual	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate	FY 2002 Estimate
DFS customers served at all five office sites	96,007	87,747	85,743	85,750	85,750
Percent of DFS clients satisfied with the services provided	NA	80%	80%	82%	84%
Percent change of DFS clients satisfied with the services provided	NA	NA	0%	2%	2%

► Mandate Information

This CAPS is Federally or State mandated. The percentage of this CAPS' resources utilized to satisfy the mandate is 76 - 100%. The specific Federal or State code and a brief description of the code follows:

Federal

- Federal Public Law 105-285

State

- Code of Virginia Section 2.1-587 through 2.1-599. Department administration of the community action program as administered by the Community Action Advisory Board is required by laws and regulations governing the Community Services Block Grant Act. Other functions performed are required to assure that clients visiting or telephoning field offices receive the customer service needed to obtain mandated services.